



# **Community Association Manager Licensing Background and Trends**

**Prepared By:**

**Community Associations Institute  
Department of Government and Public Affairs**

**To be submitted as part of testimony for**

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**Certification**



**TO:** The Honorable Eric Coleman, Co-Chair  
The Honorable Gerald M. Fox, III, Co-Chair  
Judiciary Committee  
Connecticut General Assembly  
Legislative Office Building  
Hartford, CT

**RE:** Common Interest Ownership Communities: Regulation of  
Property Management Companies

**FROM:** Andrew S. Fortin, Esquire  
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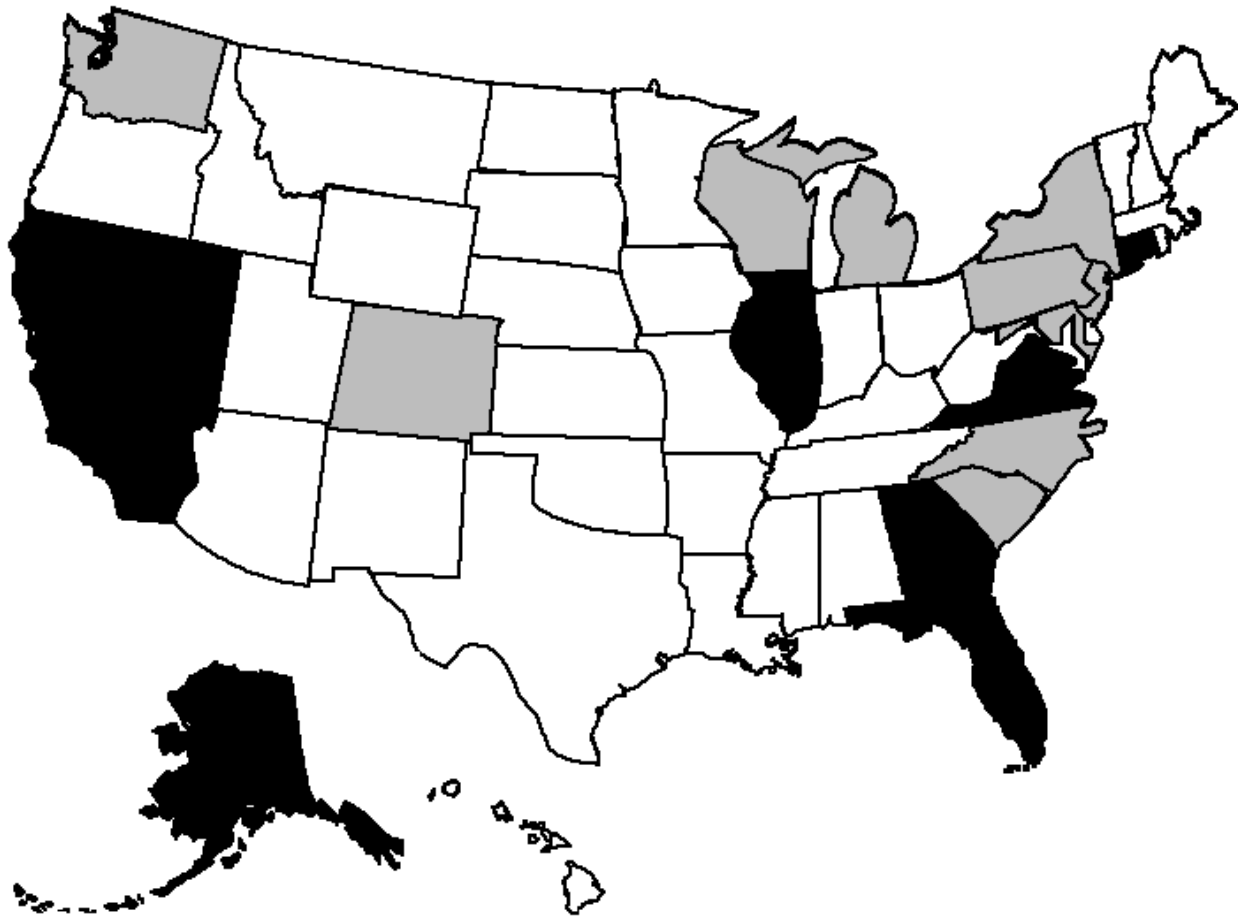
On behalf of CAI, NBC-CAM and CAI's Connecticut chapter, we are honored to present you with this packet of information related to regulatory trends in the community association management profession to assist you as you look at this matter in Maryland. To that end this submission includes:

- Statutory links for state regulatory programs;
- Analysis of existing regulatory regimes;
- CAI's Community Manager Regulation Policy;
- An overview of CAI/NBC-CAM and our designations;
- Information on the Certified Manager of Community Associations® (CMCA) certification;
- and

We hope this information will assist in your efforts. We truly appreciate the opportunity to provide these resources and hope they are helpful to the Committee's deliberations.



## Professional Community Association Manager Regulation Map



### **States that have adopted regulations governing professional community association managers:**

Nine states have adopted some form of regulation of professional community association managers. This regulation exists in the following states (shaded black): [AK](#), [CA](#), [CT](#), [DC](#), [FL](#), [GA](#), [IL](#), [NV](#), [VA](#) (State abbreviation links to appropriate state statute)

### **States with active CAI LAC discussion on licensing/credentialing of community association managers with potential action in 2012:**

In ten states, CAI member-led legislative action committees undertook discussions and drafting of potential legislation addressing community association manager licensing (light gray states): CO, MD, MI, NJ, NY, NC, PA, SC, WA and WI.

## **Existing State Regulatory Programs**

As noted, nine states have adopted some form of regulation of professional community association managers. These states are Alaska, California, Connecticut, the District of Columbia, Florida, Georgia, Illinois, Nevada and Virginia.

These state approaches can be classified into three categories: Category 1 states (early adopters), Category 2 states (second wave), and anticipated manager regulatory proposals.

### **Category 1 States**

Category 1 states include: Alaska, California, Connecticut, the District of Columbia and Georgia. These states are characterized by having adopted statutory provisions that require the licensure of professional community association managers as other real estate professionals, impose a voluntary certification regime, or merely require the registration of professional community association managers with a state entity.

Most of these states adopted their regulatory programs in the 1990s. The more recent programs that were adopted are more sophisticated, offer greater consumer protection and are a much better assessment of professional competency.

#### **Alaska**

In Alaska professional community association managers are regulated under Chapter 88 of the Alaska Real Estate Commission's Statutes and Regulations. Under this Chapter, a person may not collect fees for community association management or practice or negotiate for a contract to practice community association management unless licensed as a real estate broker, associate real estate broker or real estate salesperson.

#### **California**

California law includes a voluntary certification regime. In order to market services as a certified community association manager, an applicant must demonstrate they have either passed an examination or achieved a certification designated by a professional association for community managers within the preceding five years and have completed other educational requirements. Educational requirements include no less than 30 hours of classroom coursework with a provision requiring specific instruction on California law.

Professional managers not undertaking the requirements of this Act can engage in the practice of community association management, but they may not hold themselves out as certified.

### [Connecticut](#)

Connecticut requires that any individual or company performing management services register with the state Department of Consumer Protection. Management services are defined as collecting, controlling or disbursing funds of the association or having authority to do so, preparing budgets or other financial documents for the association, assisting in the conduct of or conducting association meetings, advising or assisting the association in obtaining insurance, and advising the association in the overall operations of the association.

### [District of Columbia](#)

The District of Columbia's Department of Consumer and Regulatory Affairs regulates community association managers as commercial "property managers." Unless licensed as such by the District of Columbia, no person shall use the term or words "property manager" to imply that he or she is licensed as a property manager in the District. A person is eligible for licensure as a property manager if they meet minimum educational requirements. There are no pre-licensing requirements for property managers. All real estate licensees are required to complete 15 hours of education as determined by the Real Estate Board. The examination utilized for licensure of "property managers" does not measure the core competencies of community association managers.

### [Georgia](#)

Community association managers in Georgia are licensed as real estate professionals. The state imposes a minimum age requirement and requires the applicant to hold a high school diploma. In addition, the candidate must meet one of the following requirements: completion of 25 hours of approved course work, minimum of four quarters or two semesters of course work in real estate from a college or university, or proof of completion of 25 hours of pre-licensure course work from another state. Candidates must also pass an approved exam and obtain 24 hours of continuing education every four years.

While these approaches afford some minimal level of consumer protection and encourage increased professionalism, Category 1 states are characterized by their diverse approach to the regulation of professional community association managers. Registration programs, such as the program used by Connecticut, provide the state with a census of those practicing community association management, but offer little value for consumers or to those practicing community association management. Likewise, regimes that regulate professional community association managers as other real estate professionals may not adequately test areas of competency that are critical for success in community association management. While real estate professionals, such as agents and brokers, require a foundation in key real estate competencies which can be of some benefit to a community association manager, the transactional nature of their profession does have distinct and differing requirements than the ongoing governance, administrative and facilitative role professional community association managers are required to fill. As such, CAI believes that using this as the basis for a regulatory regime does not provide an optimum basis for establishing minimal levels of competency nor the full array of consumer benefits provided by recognizing the unique professional challenges of community association management. It should be noted that part of this diversity in regulatory approaches correlates to all of these jurisdictions as being early adopters of such regulatory programs.

## **Category 2 States**

Category 2 states include: Florida, Illinois, Nevada and Virginia. These states are distinguishable from Category 1 states by their adoption of statutory provisions that regulate professional community association management as a distinct profession. These states are also indicative of the emerging trends in regulation that have subsequently shaped ongoing efforts as evidenced in pending legislation in other states. Both Florida and Nevada adopted their regulatory program in the 1990s. As a result, these states have been burdened with the expense of developing and administering the entire regulatory program. Both Illinois and Virginia approached the licensure program similarly to most other professional state licensure programs—through the recognition of a credible program developed through strict standards by practitioners for practitioners, thus creating a program that has a higher level of consumer protection with less expense to the state budget and, ultimately, fewer taxes to the residents in the state.

## Florida

Florida regulates community association managers through the Regulatory Council of Community Association Managers, also known as the CAM council. In general, the term “community association” means a residential homeowners association in which membership is a condition of ownership of a unit or of a lot for a home or a mobile home or of a townhouse, villa, condominium, cooperative, or other residential unit which is part of a planned unit development or residential development scheme and which is authorized to impose a fee which may become a lien on the parcel.

Under the Florida program, a “community association manager” is a person who is licensed to perform community association management services including the following: practices requiring substantial specialized knowledge, judgment, and managerial skill when done for remuneration and when the association or associations served contain more than 50 units or have an annual budget or budgets in excess of \$100,000; controlling or disbursing funds of a community association; preparing budgets or other financial documents for a community association; assisting in the noticing or conduct of community association meetings; coordinating maintenance for the residential development; and other day-to-day services involved with the operation of a community association.

Florida exempts workers who perform clerical or ministerial functions under the direct supervision and control of a licensed manager or who are charged only with performing the maintenance of a community association and who do not assist in any of the management services described.

In addition to licensure of individual community association managers, community association management business entities must register under the state’s business registration program.

## Illinois

The Illinois Community Association Manager Licensing Act (Act) is a law passed by the Illinois General Assembly in 2009 that requires professional community association managers to obtain a professional license to work in the state. The law became effective July 1, 2010. The state appointed a Disciplinary Board (Board) which developed regulations



to implement the requirements of the Act. Those draft regulations were issued in the spring of 2011 and the program is currently operating under temporary regulatory guidance.

Twelve months after the regulations are finalized, individuals will be unable to provide services as association managers without a state license.

Under the Act, any person providing community association management services to any community association in Illinois will be required to hold a license issued by the Illinois Department of Financial and Professional Regulation. The Act defines the role of a community association manager and imposes licensing requirements. Such requirements include 20 hours of classroom instruction as well as passage of an approved examination. An examination that meets such criteria is the Certified Manager of Community Associations® (CMCA) exam developed by NBC-CAM. Candidates who have achieved a CAI issued designation such as an Association Management Specialist® (AMS), Professional Community Association Manager® (PCAM) or similar designations issued by the Institute of Real Estate Management are deemed to have met the criteria for licensure. The Act also provides credit for experience and reciprocity for licensees from other states. Managers must also carry fidelity insurance to insure against loss for theft of community association funds. Managers are subject to discipline by the Board.

### [Nevada](#)

In Nevada, professional community association manager regulations are overseen by the Commission for Common-Interest Communities. Nevada law prohibits a person from acting as a community association manager without certification. Applicants seeking certification as a community association manager must meet the following requirements: successfully completed at least 60 hours of instruction in courses in the management of a common-interest community that has been approved by the Commission, engaged in the management of a common-interest community or has held a management position in a related area for at least twelve months preceding the date of application, passed an examination with a minimum score of 75 percent and submit two fingerprint cards completed at an authorized law enforcement facility. Additionally, Nevada requires 18 hours of continuing education every two years with at least three hours focused on state law related to community associations.

## Virginia

Under the Virginia Code, any company engaged in common-interest community management services must be licensed to do so in the state. A company or firm is defined as any sole proprietorship, association, partnership, corporation, Limited Liability Company, limited liability partnership or any other form of business organization recognized under the laws of Virginia.

The Virginia licensure program is overseen by the Common-Interest Community Board (CICB), an oversight board specifically responsible for creating and interpreting regulations for the community association licensure program.

Effective March 1, 2012, to obtain a license, companies must hold an active Accredited Association Management Company® (AAMC) credential from CAI. Applicants unable to meet the requirements of an AAMC may be licensed by the CICB provided they submit proof that at least one full-time employee or officer involved in all aspects of services offered by the firm who meets one of the following: active designation as a PCAM; successful completion of a board-approved *comprehensive* training program (equivalent to completing CAI's M-100, 201, 202, 203, 204, 205 and 206 courses) and at least three years of qualifying experience; successful completion of a board-approved *introductory* program (equivalent to completing CAI's M-100 course) and at least five years of experience; or credentials obtained through documented coursework (equivalent to the *comprehensive* training program) submitted to the board and at least ten years of experience. Additionally, those applicants not holding an AAMC must certify to the board that at least half of the individuals with principal responsibility meet one of the following: an active designation as a PCAM and experience providing management services 12 months prior to applying; or two years of experience in providing management services – with a minimum of 12 months experience gained immediately prior to applying – and one of the following: an active designation as a CMCA; an active designation as an AMS; or successful completion of the *comprehensive* or *introductory* training program.

Companies must also carry a blanket fidelity bond or an employee dishonesty insurance policy. The policy must provide coverage in the amount of either \$2 million or the aggregate amount of the operating and reserve balances of all associations under the control of the

common-interest community manager during the prior fiscal year. Firms may choose the lesser of these two options.

Category 2 states share many commonalities that should be factors for consideration by this Committee. These states treat professional community association management as a profession distinct from other real estate professions. Additionally, the states require education focused on core competencies of community association management as developed by industry practitioners and require testing of candidates. Ensuring that regulatory decisions and ongoing administration are informed by experience, these programs are administered by boards or commissions consisting of managers, homeowners and other community association professionals. Fidelity bonding, continuing education and enforcement mechanisms also provide key consumer protection mechanisms.

### **Category 3 States: Pending Legislative Drafts for 2012**

In 2012, CAI believes that community association manager licensing, certification or regulation will be the subject of legislative inquiry in up to ten states. In addition to Maryland, other states where legislation may be considered include: Colorado, Michigan, New Jersey, New York, North Carolina, Pennsylvania, South Carolina, Washington State and Wisconsin. CAI members have been actively engaged in working with legislatures to draft proposals in these states. As with Maryland, state budget issues continue to be the biggest hurdle to enact legislation that we feel fairly balances the needs to protect consumers, raise standards of professionalism and not to overly burden the businesses engaged in assisting in the management of Maryland communities. Of the ten states that are likely to consider community association manager regulation in 2012, there are two legislative approaches to such regulation. These are the traditional approach and the endorsed registration approach.

Legislation expected to be introduced in New Jersey and existing legislation in North Carolina follow a traditional professional regulatory approach. The draft and introduced bills in these states will and are similar to HB 433 and SB 372 as considered in this state, as they establish a Common Interest Community Board under the state business regulatory authority. Such a board will consist of a majority of regulants and shall be empowered to set standards for licensure or certification of professional community association managers. Legislation in these states would allow for a state-developed testing mechanism or for applicants to demonstrate their professional competency by having achieved a relevant industry-recognized certification or

designation as offered by CAI or other entities. Where available, the most recent draft of this legislation is attached in the appendix section. You will find that these bills are similar to Delegate Beidle and Senator Kelley's bills.

Four states, Colorado, Michigan, South Carolina and Washington, have developed innovative approaches that may serve as a possible alternative to address budgetary constraints; this model is referred to as an endorsed registration model. Similar to the regulation of some professions, the endorsed registration model adopts professional certification standards, but reduces the fiscal impact of certification by allowing the administration of the program by a non-profit entity. The legislative drafts in Colorado, Michigan and Washington, require that professional community managers, in order to conduct business in the state, hold, at minimum a designation of a CMCA as issued by NBC-CAM. The states will require NBC-CAM to administer the program, but retain authority to enforce the certification standard by empowering the state regulatory agency to fine or otherwise penalize professional managers who do not comply with the requirements of the act. It should be noted that this approach is not compatible with all state constitutions, but where it is, it provides a mechanism for consumer protection and professionalism that is more realistic considering current state budget constraints. A copy of the Michigan bill is attached.

# COMMUNITY ASSOCIATION MANAGER LICENSING POLICY AND MODEL LEGISLATION

## INTRODUCTION

Community Associations Institute (CAI) encourages the self-regulation of the community management profession through professional certification and designation programs developed by industry professionals for the profession.

CAI endorsed credentials for individual community managers include:

- Certified Manager of Community Associations® (CMCA) administered by the National Board of Certification for Community Association Managers (NBC-CAM)
- Association Management Specialist® (AMS)
- Professional Community Association Manager® (PCAM)

CAI endorsed accreditation for management companies includes:

- Accredited Association Management Company® (AAMC)

In states that either propose or begin discussions related to mandatory regulation of community association managers, CAI will support a regulatory system that includes the following:

- Adequate protections for homeowners living in community associations;
- Mandatory education and testing on fundamental knowledge of community association management and operations;
- Definition and enforcement of standards of professional and ethical conduct; and,
- Appropriate insurance requirements.

CAI will support a regulatory system that provides legal recognition of the community association management profession and provides assurances to the public that individuals representing themselves as being involved in the profession have met minimum qualifications for education and/or experience as a community association manager.

CAI ***prefers*** the licensure of individual community association manager practitioners as opposed to licensure of management companies.

The CAI Manager Licensing Public Policy and Model Legislation propose two acceptable models: licensure under a professional regulatory department within the state; or, privatization of the licensure program.

## **I. COMPONENTS OF MODEL LEGISLATION – LICENSURE UNDER A PROFESSIONAL REGULATORY DEPARTMENT**

To ensure adequate consumer protection and appropriate representation of the community association management profession and to obtain CAI support for the adoption of legislation regulating community association managers, the following provisions must be included in the legislation.

### **A. Definitions**

“Community Association Manager”

- If the term “community association manager” is not included or defined properly in legislation, community association managers may be required to become real estate brokers, property managers or members of other professions. “Community Association Managers” must be distinguished from brokers and property managers in any legislation. Sample definitions include:
  - An individual who, in an advisory capacity, for compensation or in expectation of compensation, whether acting as an independent contractor to, employee of, general manager or executive director of, or agent of a common interest development, provides management or financial services, negotiates an agreement to provide management or financial services, or represents himself or herself to act in the capacity of providing management or financial services to a common interest development.
  - An individual who may be a partner in a partnership in the capacity to advise and direct the activity of a licensee, or who acts as a principal on behalf of a company that provides management or financial services to a common interest development.
  - An individual operating under a fictitious business name that provides management or financial services to a common interest development.
  - An individual who agrees to provide management or financial services to a common interest development.

- A supervisor of an individual who provides management or financial services to a common interest development.

**“Board”**

- Board means the Community Association Manager Regulatory Board.

**B. Qualifications**

- a. Require an objective examination that tests community association management knowledge.
- b. If community association managers are to be regulated, they must be tested on their knowledge of community association management, not a different professions' body of knowledge or an examination based solely on state-specific law; the state shall recognize Certified Manager of Community Associations® (CMCA) examination as the objective examination.
- c. For states that want to test state-specific law, a separate section can be added to the CMCA examination.
- d. Require relevant community association management education as a prerequisite to sit for the examination; this educational requirement will be CAI's M-100: The Essentials of Community Association Management course.

**C. Require Relevant Continuing Education Requirements**

- a. Continuing education must be mandated.
- b. The continuing education requirements must specifically relate to community association management or topics that assist in a manager's professional development (e.g., accounting, office administration and public administration).
- c. At least some portion of the continuing education must cover state-specific law governing the operation of community associations.

**D. Standards of Professional and Ethical Conduct and Disciplinary Authority**

- a. Community association managers must be required to follow professional and ethical standards.

- b. The Standards of Professional Conduct created by the National Board of Certification for Community Association Managers (NBC-CAM) shall be used as the foundation for a state's standards.
- c. There must be some form of enforcement of the ethical standards. Due process provisions must also be present in the provision.

#### **E. Regulatory Board**

- a. A governance board shall be appointed to oversee the regulatory program (unless privatization model is utilized).
- b. The legislation shall create a governance board whose members are appointed by the Governor with the specific role of developing and interpreting the regulations of the community association manager regulatory program.
- c. The governance board must consist primarily of community association managers.
- d. Any community association manager regulatory program should be administered by an entity or state department that regulates professions and/or occupations.
- e. The Real Estate Commission of a particular state should not govern the community association manager regulatory program.

Responsibility of the Board shall include:

- a. Promulgation and interpretation of all rules and regulations reasonable and necessary to implement the provisions of the legislation;
- b. Review, approval and rejections of applications for licensure, renewal and reinstatement;
- c. Issuance of licenses;
- d. Denial, suspension, revocation or other discipline of a licensee;
- e. Disciplinary authority, rule promulgation, interpretation and enforcement;
- f. Determination of fees associated with the licensure program; and,
- g. Meet on a regular basis to provide proper rule promulgation and interpretation.



#### **F. Grandfather Provisions**

A grandfather provision permits community association managers currently practicing in the state to become licensed and/or regulated without having to take the prerequisite educational course or the examination if certain criteria are met. Criteria should include recognition of experience or professional credentials.

- Hold an active Professional Community Association Manager® (PCAM) designation from Community Associations Institute (CAI).
- Hold an active Association Management Specialist® (AMS) from Community Associations Institute (CAI).
- Hold an active Certified Manager of Community Associations® (CMCA) from National Board of Certification of Community Association Managers (NBC-CAM).
- Has successfully completed CAI's M:100 Course: Essentials of Community Association Management and have at least five years of experience as a community association manager, with at least twelve months of the experience immediately preceding application for the license.

#### **G. Exemptions from Licensure**

Except as otherwise provided, licensure requirements shall not apply to:

- a. A licensed practicing attorney acting solely as an incident to the practice of law;
- b. A licensed practicing certified public accountant acting solely as an incident to the practice of accounting;
- c. Any person acting as a receiver, trustee in bankruptcy, administrator, executor or guardian acting under a court order or under the authority of a will or a trust instrument; or,
- d. A declarant.

#### **H. Fidelity Bonds and Segregation of Accounts.**

No licensee shall control, collect, have access to or disburse funds of a community association unless, at all times during which the licensee collects, has access to or disburses such funds, there is in effect, a fidelity bond complying with the provisions of this section.

- a. The fidelity bond referred to in this section shall be written by an insurance company authorized to write such bonds in the state and except as provided by subsection (b) of this section and shall cover the licensee by either or both his management company or the community association client. Optional coverage known as a crime insurance policy, where available and applicable, may be obtained by the licensee, the licensee's management company or the community association client.
- b. A licensee who provides community association management services for more than one community association shall maintain separate, segregated accounts for each community association. Such funds shall not, in any event, be commingled with the licensee's or firm's funds or with the funds of any other community association. The maintenance of such accounts by the licensee shall be custodial and such accounts shall be in the name of the respective community association.

**I. Annual Report for Common Interest Development Communities (optional component to track community associations in the state).**

The Board shall develop the regulations regarding the information required in the Annual Report and related fees. The declarant or common interest development community shall file an annual report in a form and at such time as prescribed by regulations of the Board. The filing of the annual report required by this section shall commence with the declarant when development of the association begins and through the life of the common interest development community.

**II. PRIVATIZATION MODEL**

Privatization model legislation shall include a definition of a community association manager, exemptions from licensure and name of the required professional credentials in order to do business as a community manager in the state. There will be no fees, no regulations and no government created oversight board. The Act will state that community association managers in the state must comply with one of the following:

- Hold an active Professional Community Association Manager® (PCAM) designation from Community Associations Institute (CAI).

- Hold an active Association Management Specialist® (AMS) from Community Associations Institute (CAI).
- Hold an active Certified Manager of Community Associations® (CMCA) from National Board of Certification of Community Association Managers (NBC-CAM).

### **III. UNACCEPTABLE PROVISIONS**

The following provisions have been deemed unacceptable provisions in legislation that regulates community association managers. In the event one or more provisions are present in the legislation, CAI will not support the legislation:

1. Registration of community association managers or community association management companies. Registration creates an official list of persons. Registration presumes the existence of the right to engage in activity and makes it illegal to practice in a regulated occupation without being registered. It does not assure the public of qualified practitioners.
2. Requirement that community association managers work under a real estate broker. Legislation may distinguish community association managers from property managers and real estate brokers. However, requiring community association managers to work under real estate brokers or property managers is inappropriate.
3. Requirement that community association managers obtain a “property management” license. A property management license ignores the distinction between property managers and community association managers. Community association managers obtaining this license will not obtain the necessary education to manage community associations, since community associations will be only one of the several subjects required for a property management license.
4. Requirement that community association managers obtain a “real estate” license or obtain “real estate” education requirements. Community association management and real estate brokerage require different knowledge and skill sets. Requiring community association managers to take real estate educational courses eliminates the distinction between the two professions and inadequately prepares managers for community association management.

5. Allowing real estate brokers and agents to manage community associations without appropriate training, education and regulation.

## **BACKGROUND**

CAI supports the protection of homeowners and community associations through increasing professionalism, the training of community association managers and appropriate insurance coverage. CAI also supports the national certification program – CMCA, sponsored by NBC-CAM.

State legislatures have attempted on several occasions to regulate community association managers. Past legislation has attempted to license community association managers as real estate brokers, salespersons or property managers. By definition, property managers perform facilities management and leasing services – not community association management. Community association managers perform additional/different job functions, requiring different knowledge than that required of real estate brokers, agents or property managers. Any regulation of community association managers as brokers, agents or property managers does not provide community association residents the assurance that these managers have the knowledge and skills required for professional community association management. While licensure of real estate brokers, agents or property managers protects consumers in sales transactions, it does not protect consumers during the ongoing management and operation of community associations.

The CMCA program provides many of the same requirements as state licensure. The program requires prerequisite education; a comprehensive examination of entry-level knowledge that was developed based upon rigorous standards set forth by the National Commission for Certifying Agencies; required adherence to CMCA Standards of Professional Conduct; enforcement of those Standards; and continuing education requirements. The CMCA program allows the state to have licensed professionals without requiring the state to create a new regulatory bureaucracy to administer a licensure program. Therefore, states do not have to license or otherwise regulate community association managers. States should accept NBC-CAM's national certification program in lieu of state licensure.

## **About CAI**

CAI is a national organization dedicated to fostering vibrant, competent, harmonious community associations. For more than 30 years, CAI has been the leader in providing education and resources to the volunteer homeowners who govern community associations and the professionals who support them. Our members include community association volunteer leaders, professional managers, community management firms and other professionals and companies that provide products and services to associations.

Working closely with our state, regional and approximately 60 local, we bring together experts to provide the latest information on community association management and governance. We serve our members with books, seminars and workshops, research, continuing education and periodicals, including *Common Ground* magazine and specialized newsletters on community association management, governance and law.

CAI also advocates for legislative and regulatory policies that support responsible governance and effective management. We represent the interests of our members before the U.S. Congress, federal agencies and other policy-setting bodies on issues such as taxes, insurance, bankruptcy reform and fair housing. In addition, CAI members work through 33 state Legislative Action Committees to represent community association interests before state legislatures and agencies. On are where CAI members have been active.

## **Community Manager Certifications/Designations:**

In response to a desire by professional community association managers, CEOs and homeowners to advance professionalism in the practice of community management, CAI and NBC-CAM have developed manager certification and designation programs. The certification and designation programs focus on both individual professionals as well as management companies. The program is supported by CAI's Professional Manager Development Program (PMDP) which consists of three levels of courses designed to give new managers a knowledge base and experienced managers a deeper understanding of all aspects of association management. Courses focus on such topics as insurance, finance, leadership, governance and communications.

Our professional development track includes a certification, and four categories of designations which include:

**CMCA:** The Certified Manager of Community Associations® (CMCA®) is a certification program developed by the National Board for Certification of Community Association Managers. The CMCA is the only national certification program designed exclusively for condominium, cooperative and homeowner association managers. To achieve this designation, a professional community manager must successfully complete the Community Association Institute's Professional Management Development Program course, *The Essentials of Community Association Management* (M-100). Candidates must also pass an examination that tests basic knowledge in key areas that include: governance and legal matters, financial matters, financial controls, risk management and insurance, maintenance, contracting, meeting management, human resource management, and ethics. Candidates must also agree to adhere to standards of professional conduct and must continue their education with additional continuing education requirements.

**AMS:** An Association Management Specialist is the first tier designation. AMS candidates have achieved certification as a CMCA, plus have engaged in at least 16 additional hours of intensive instruction on law, communications, operations, and asset protection. Candidates must also demonstrate a minimum of two years experience in financial, administrative, and facilities management for community associations. AMS designees must also adhere to CAI's Professional Manager Code of Ethics and engage in continuing education.

**PCAM:** A Professional Community Association Manager designation is CAI's highest professional designation. A PCAM has gained an understanding of all aspects of community association management by meeting the extensive requirements of the designation which include a minimum of five years of comprehensive experience in financial, administrative, and facilities management for a community associations; more than 80 hours of intensive instruction in law, communication, operations, and asset protection, and completion of a case study. Candidates must also engage in continuing education, volunteer service to the profession and adhere to the Professional Manager Code of Ethics.

**LSM:** Large Scale Manager designees have completed CAI's Professional Manager Development Program, conducted a community case study and have completed ten years of community management. In addition to these accomplishments, LSM designees are also engage in a variety of leadership roles within the management community to further the goal of professionalism and community building.

**AAMC:** An Accredited Association Management Company is CAI's designation for management companies. Companies holding an AAMC have demonstrated at least three years of experience in community association management, have a PCAM designee as the company's most senior manager and have a staff in the field with at least 50 percent of the company's managers holding a PCAM, AMS or CMA. All staff of an AAMC company must complete twelve hours of continuing education every two years.